

DIVERSITY INITIATIVE

DIVISION OF DEVELOPMENTAL DISABILITIES

January 2003

Division Director: Linda Rolfe

***Employment
Contracting
Client Services
Community Involvement***

***Research and Data Analysis Division
Program, Research and Evaluation Section***



DEVELOPMENTAL DISABILITIES

Diversity Initiative

The Division of Developmental Disabilities (DDD) is committed to providing equal access to services for all people, tribal members, people with limited English proficiencies, persons with disabilities, and sexual minorities.

DDD is committed to assuring that its employees and providers have the skills and knowledge to provide effective and culturally responsive services to all clients, representing the ethnicity of the state and creating a work environment free from all forms of harassment and discrimination.

DDD provides services to 30,760 people with developmental disabilities statewide. Approximately 20 percent, or 6,160 of the individuals receiving services or who are eligible for services have self-disclosed that he or she is an ethnic minority. The Infant/Toddler Early Prevention (ITEIP) Program serves over 5,000 infants and toddlers and their families annually, and over 2,900 on any selected day during the year.

CLIENT SERVICES

Overview

The compositions of underrepresented groups in DDD are keeping pace with the Washington State population by region and underrepresented groups by region.

Assessment

The total underrepresented clients being served are at 20 percent. Newly eligible underrepresented clients are up at around 30.5 percent. Many of the newly eligible clients come into the division through the Infant/Toddler Early Intervention Program (ITEIP), which has 30.8 percent underrepresented minorities being served.

The Family Support program has an official waiting list. Persons are taken off the list and offered services according to the date they went on the waiting list. This process is covered in WAC 388-825-205. Minority underrepresented groups are taken off the waiting list the same as everyone else. Underrepresented clients served in Family Support Program are currently at 18 percent.

Note: DDD has requested that Goal A be deleted from this section. Note the order changes within the remainder of this workplan.

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EMPLOYMENT

Overview

DDD is a division with 3,188 staff. Two and one-half percent of the staff are located in Olympia, and provides statewide program support and administration. The remaining division staff are located in six regional offices and twenty-five outstations; four State-Operated Living Alternative (SOLA) programs; and five Residential Habilitation Centers (RHCs) around the state.

DDD employs a total of 21 people in the Supported Employment program.

DDD tracks student employment activity on a quarterly basis (See page 4 for a detailed breakdown of student employment hires as of September 30, 2002.).

Assessment

The Research and Data Analysis Division (RDA) reports DDD ethnic minority employment trends for underrepresented Exempt, WMS, Others, Temporary Appointments and Recent Appointments as (as of September 30, 2002):

| | |
|------------------------|-------|
| Exempt | 5.0% |
| WMS | 15.5% |
| Others | 17.8% |
| Recent Appointments | 21.9% |
| Temporary Appointments | 22.0% |

RDA reports Persons of Disability Employment trends in DDD as (as of September 30, 2002):

| | |
|------------------------|-------|
| Exempt | 15.0% |
| WMS | 5.6% |
| Others | 8.2% |
| Recent Appointments | 1.4% |
| Temporary Appointments | 9.3% |

The Division of Developmental Disabilities goal is for every region, RHC and Central Office to hire one additional person in the Supported Employment program (Fig. DDD-1). The Central Office and regional diversity coordinators met in November 2001 to discuss the process for recruiting a person in the Supported Employment program. Regional Coordinators will contact and work with the Supported Employment Program Manager at Central Office. The Supported Employment Program Manager will work with Regional Coordinators and Regional Administrators to recruit people into Supported Employment jobs.

The following steps will need to be in place: Funding for the supported employment position; writing the Classification Questionnaire for the open position; sending out the job announcement; and setting up interviews.

Due to the economy, funding sources that were instrumental in hiring students into student employment positions have been cut. The federal funding for student employment and the Private Industry Council (PIC) are not available to help with funding student employment.

Budget restrictions require the division to look for alternative funding sources for student employment. Funding sources used were: Working with DSHS Indian Policy and Support Services to help fund a Native American Student; working with the ITEIP to help fund a college student with federal funds; working with the work-study programs in the state universities (the universities reimburse the division 65 percent of the student's wages).

The division plans on working closely with state universities to recruit work-study students.

Fig. DDD-1. DDD Hiring Targets for State Supported Employment

| Location | HIRING GOAL (BY 06/30/03) | CURRENT HIRES (AS OF 02/07/02) | ADD'L HIRES NEEDED (BY 06/30/03) |
|--|--|---|---|
| Region 1; Lakeland Village; SOLA | 5 | 4 | 1 |
| Region 2; YVS; SOLA | 4 | 3 | 1 |
| Region 3 | 3.5 | 3 | 0.5 |
| Region 4; Fircrest; SOLA | 6.5 | 6 | 0.5 |
| Region 5; Rainier School; FHMC; SOLA | 6.5 | 3 | 3.5 |
| Region 6 | 1.5 | 1 | 0.5 |
| DDD HQ | 3 | 1 | 2 |
| TOTALS | 29 | 21 | 8 |

| GOALS, Objectives, and Measures | Status as of 11/30/02 | Target Date |
|--|----------------------------------|------------------------|
|--|----------------------------------|------------------------|

Goal A: Increase Supported Employment in Regional Field Service Offices and RHCs; and increase Student Employment within the division.

Objective A.1. Hire 29 students into student employment by December 2002.

| | <u>Planned/Actual</u> | |
|--|------------------------------|----------|
| A.1.A. Number of students hired into employment. | <u>29 / 41</u> | 12/31/02 |

Figures are through September 30, 2002. Each DDD region will determine Objectives and Measures on Goal A, Supported Employment.

CONTRACTING

Assessment

Regional Diversity Coordinators and DDD contracts personnel report that there is a sufficient amount of ethnic minority contracts (Fig. DDD-2), especially for individual service provider contracts. The majority of families find their own providers, who may be neighbors in their community or family members.

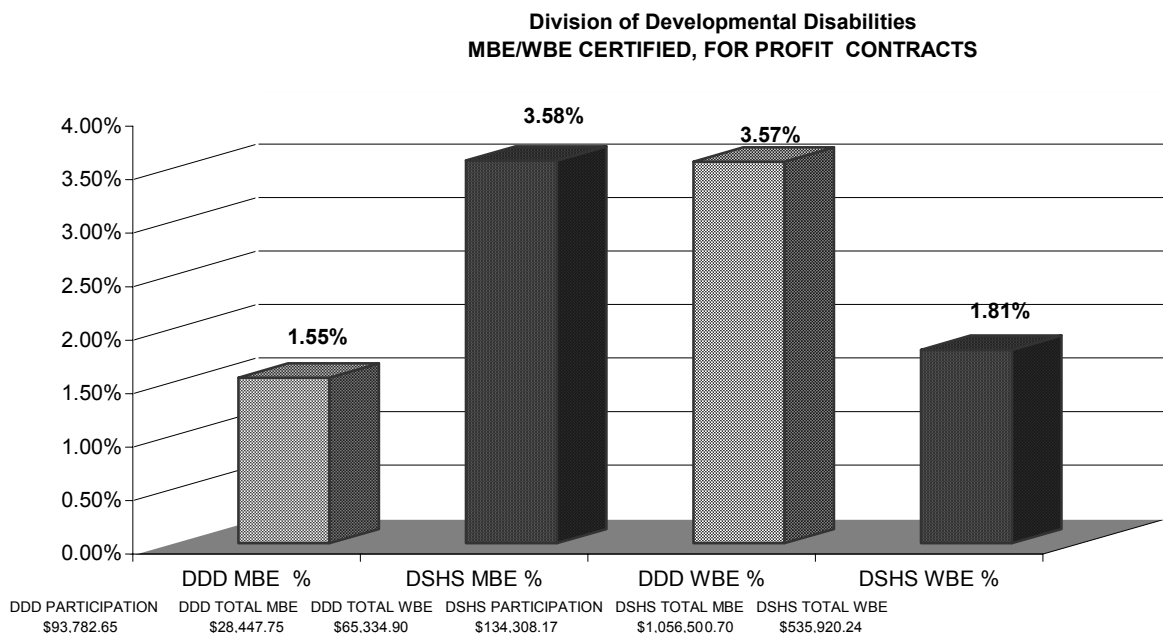
Selected data confirms this conclusion. Data shows that 17 percent of Region 2's contracts, and 28 percent of Region 4's contracts are with ethnic minorities.

At this time, information is not consistent statewide because of reporting differences. Some regions report a business or person who has registered as a Minority-Owned Business. Other regions take into account the individual provider who is a minority contractor but has not paid the registration fee to be a registered Minority-Owned Business Enterprise. The database only collects registered Minority-Owned Business Enterprises. The division is working to develop a process for consistent statewide data collection.

The following charts depict these categories:

| | | |
|--|---|-----|
| Minority-Owned Business Enterprise (certified, for profit) | = | MBE |
| Women-Owned Business Enterprise (certified, for profit) | = | WBE |
| Minority Owned Business (non-certified, for profit) | = | MOB |
| Women-Owned Business (non-certified, for profit) | = | WOB |
| Community-Based Organization | = | CBO |
| Owned and/or operated by person(s) with disabilities | = | DIS |
| None of the above is applicable | = | NON |

Fig.DDD-2. DDD Contracts by Expenditures



MBE=Minority-Owned Business Enterprise (certified, for profit)
WBE=Women-Owned Business Enterprise (certified, for profit)

Data Source: Mapper
December 2, 2002
Denise Satterlund DAEO/DSHS

Goal B: Increase the number of Minority and Women's Business Enterprises contracts.

Each DDD region will determine Objectives and Measures supporting Goal B.

STAFF TRAINING AND EDUCATION

Overview

The Department of Social and Health Services 2001-2003 Agency Human Resource Development Plan outlines required training for all DSHS employees. The required class is:

- Diversity (8- hour class, available through Office of Organization and Employee Development [OOED])

Assessment

Regional Administrators and Diversity Coordinators have been working on 100 percent compliance with this department directive. The following (Fig. DDD-3) is a table with the number of employees who have attended training during January 2001 through September 2002.

Fig. DDD-3. Staff Attending Diversity Training: January 2001-September 2002

| Program | PERCENT OF ATTENDEES | | Program | PERCENT OF ATTENDEES |
|----------|----------------------|--|------------------|----------------------|
| Region 1 | 78.8% | | Lakeland Village | 66.8% |
| Region 2 | 77.3% | | YVS | 87.6% |
| Region 3 | 93.1% | | Fircrest | 93.8% |
| Region 4 | 84.2% | | Rainier School | 96.3% |
| Region 5 | 67.9% | | FHMC | 36.9% |
| Region 6 | 40.5% | | DDD HQ/ITEIP | 42.1% |
| GOAL | 100.0% | | TOTALS | 82.2% |

Goal C: Increase statewide diversity training and culture awareness for staff.

Objective C.1. Increase to 100 percent the number of staff having attended required Diversity Training by June 2003.

Planned/Actual

| | | |
|--|----------------------------|----------|
| C.1.A. Percentage of staff having attended diversity training. | <u>100% / 82.2%</u> | 06/30/03 |
|--|----------------------------|----------|

DDD PERMANENT AND RECENT APPOINTMENTS

Statewide Total
Quarter Ending September 30, 2002

| | | Permanent Employees ¹ | | | Recent Appointments ¹ | |
|--------------------------|--|----------------------------------|------------------|--------------------------------|----------------------------------|------------------|
| | | Number | Percent of Total | % of AA Goals met ² | Number | Percent of Total |
| Exempt | All Exempt Employees ⁴ | 20 | 100.0 | | 1 | 100.0 |
| | <i>African American</i> | 0 | 0.0 | 0.0 | 0 | 0.0 |
| | <i>Native American</i> | 0 | 0.0 | N/A ³ | 0 | 0.0 |
| | <i>Asian American</i> | 1 | 5.0 | N/A ³ | 0 | 0.0 |
| | <i>Hispanic</i> | 0 | 0.0 | N/A ³ | 0 | 0.0 |
| | Total MINORITY | 1 | 5.0 | 0.0 | 0 | 0.0 |
| | <i>Women</i> | 10 | 50.0 | 100.0 | 0 | 0.0 |
| | <i>Persons of Disability</i> | 3 | 15.0 | 100.0 | 0 | 0.0 |
| | <i>Viet-Nam Era Veterans</i> | 2 | 10.0 | 100.0 | 1 | 100.0 |
| | <i>Disabled Veterans</i> | 0 | 0.0 | N/A ³ | 0 | 0.0 |
| | | | | | | |
| WMS | All WMS Employees ⁴ | 142 | 100.0 | | 5 | 100.0 |
| | <i>African American</i> | 6 | 4.2 | 33.3 | 1 | 20.0 |
| | <i>Native American</i> | 1 | 0.7 | 0.0 | 0 | 0.0 |
| | <i>Asian American</i> | 11 | 7.7 | 80.0 | 0 | 0.0 |
| | <i>Hispanic</i> | 4 | 2.8 | 25.0 | 0 | 0.0 |
| | Total MINORITY | 22 | 15.5 | 43.8 | 1 | 20.0 |
| | <i>Women</i> | 81 | 57.0 | 93.8 | 3 | 60.0 |
| | <i>Persons of Disability</i> | 8 | 5.6 | 36.4 | 0 | 0.0 |
| | <i>Viet-Nam Era Veterans</i> | 12 | 8.5 | 61.5 | 0 | 0.0 |
| | <i>Disabled Veterans</i> | 0 | 0.0 | N/A ³ | 0 | 0.0 |
| | | | | | | |
| General Service | All General Service ⁴ | 3,026 | 100.0 | | 67 | 100.0 |
| | <i>African American</i> | 178 | 5.9 | 68.8 | 3 | 4.5 |
| | <i>Native American</i> | 45 | 1.5 | 58.3 | 4 | 6.0 |
| | <i>Asian American</i> | 199 | 6.6 | 65.3 | 7 | 10.4 |
| | <i>Hispanic</i> | 117 | 3.9 | 67.9 | 1 | 1.5 |
| | Total MINORITY | 539 | 17.8 | 66.5 | 15 | 22.4 |
| | <i>Women</i> | 1,946 | 64.3 | 96.7 | 38 | 56.7 |
| | <i>Persons of Disability</i> | 251 | 8.3 | 63.1 | 1 | 1.5 |
| | <i>Viet-Nam Era Veterans</i> | 167 | 5.5 | 47.5 | 1 | 1.5 |
| | <i>Disabled Veterans</i> | 17 | 0.6 | 38.1 | 0 | 0.0 |
| | | | | | | |
| All DDD Employees | All DDD Employees ⁴ | 3,188 | 100.0 | | 73 | 100.0 |
| | <i>African American</i> | 184 | 5.8 | 67.3 | 4 | 5.5 |
| | <i>Native American</i> | 46 | 1.4 | 57.1 | 4 | 5.5 |
| | <i>Asian American</i> | 211 | 6.6 | 65.7 | 7 | 9.6 |
| | <i>Hispanic</i> | 121 | 3.8 | 66.7 | 1 | 1.4 |
| | Total MINORITY | 562 | 17.6 | 65.8 | 16 | 21.9 |
| | <i>Women</i> | 2,037 | 63.9 | 96.6 | 41 | 56.2 |
| | <i>Persons of Disability</i> | 262 | 8.2 | 62.2 | 1 | 1.4 |
| | <i>Viet-Nam Era Veterans</i> | 181 | 5.7 | 48.4 | 2 | 2.7 |
| | <i>Disabled Veterans</i> | 17 | 0.5 | 38.1 | 0 | 0.0 |
| | | | | | | |

¹ Source for DSHS Employees and Recent Appointments: A snapshot of the DOP data file at the end of the month.

² Source for AA Goals: Data is extracted from the Affirmative Action Goal Report by Goal Unit, quarter ending September 30, 2002.

³ Affirmative action goals are set at the total agency level. When breaking up the agency report to show goal units, the number of total employees is not large enough to generate a goal for each protected group.

⁴ Includes Caucasian.

DDD TEMPORARY APPOINTMENTS

Statewide Total ¹
Quarter Ending September 30, 2002

| | | DDD Total | |
|---------------------------|-----------------------------------|-----------|------------------|
| | | Number | Percent of Total |
| Exempt | All Exempt Employees ² | 0 | n/a |
| | African American | 0 | n/a |
| | Native American | 0 | n/a |
| | Asian American | 0 | n/a |
| | Hispanic | 0 | n/a |
| | Total Minority | 0 | n/a |
| | Women | 0 | n/a |
| | Persons of Disability | 0 | n/a |
| | Viet-Nam Era Veterans | 0 | n/a |
| | Disabled Veterans | 0 | n/a |
| WMS | All WMS Employees ² | 0 | n/a |
| | African American | 0 | n/a |
| | Native American | 0 | n/a |
| | Asian American | 0 | n/a |
| | Hispanic | 0 | n/a |
| | Total Minority | 0 | n/a |
| | Women | 0 | n/a |
| | Persons of Disability | 0 | n/a |
| | Viet-Nam Era Veterans | 0 | n/a |
| | Disabled Veterans | 0 | n/a |
| General Service | All General Service ² | 118 | 100.0 |
| | African American | 13 | 11.0 |
| | Native American | 1 | 0.8 |
| | Asian American | 8 | 6.8 |
| | Hispanic | 4 | 3.4 |
| | Total Minority | 26 | 22.0 |
| | Women | 76 | 64.4 |
| | Persons of Disability | 11 | 9.3 |
| | Viet-Nam Era Veterans | 2 | 1.7 |
| | Disabled Veterans | 0 | 0.0 |
| All DSHS Employees | All DSHS Employees ² | 118 | 100.0 |
| | African American | 13 | 11.0 |
| | Native American | 1 | 0.8 |
| | Asian American | 8 | 6.8 |
| | Hispanic | 4 | 3.4 |
| | Total Minority | 26 | 22.0 |
| | Women | 76 | 64.4 |
| | Persons of Disability | 11 | 9.3 |
| | Viet-Nam Era Veterans | 2 | 1.7 |
| | Disabled Veterans | 0 | 0.0 |

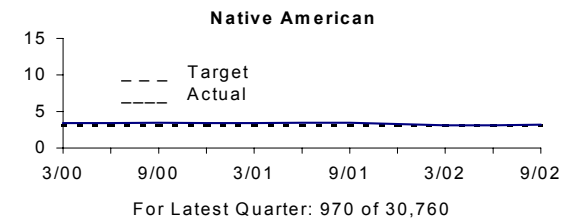
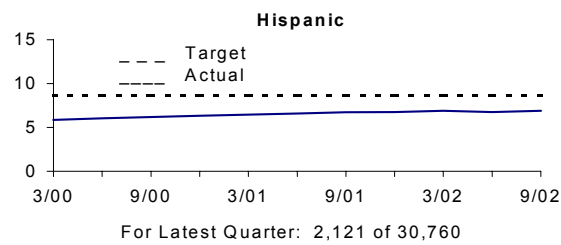
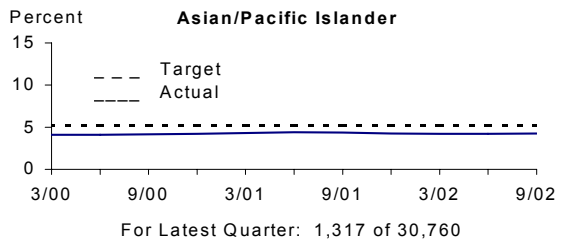
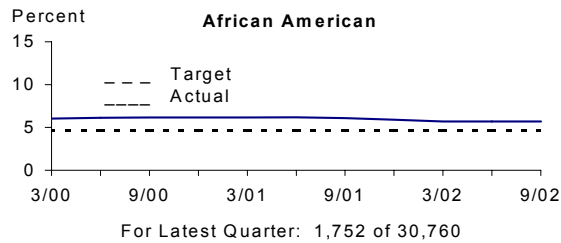
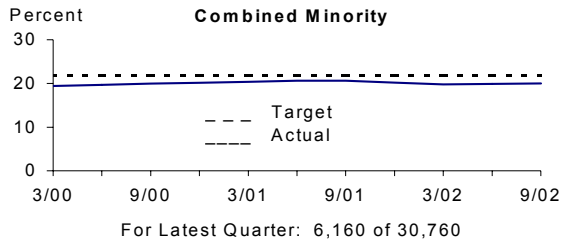
¹ Source for Temporary Appointments: A snapshot of the DOP data file at the end of the month.

² Includes Caucasian.

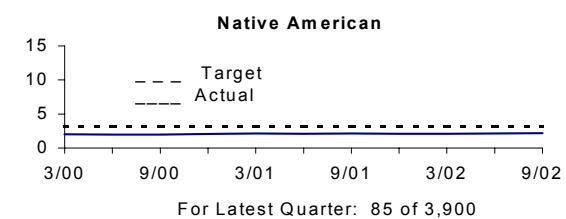
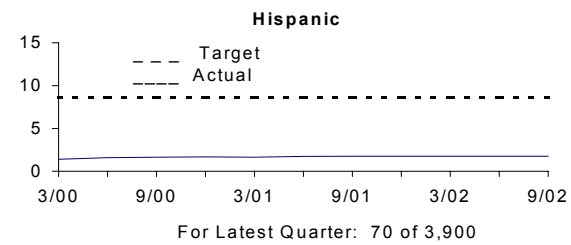
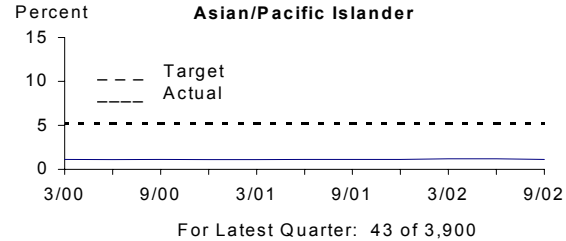
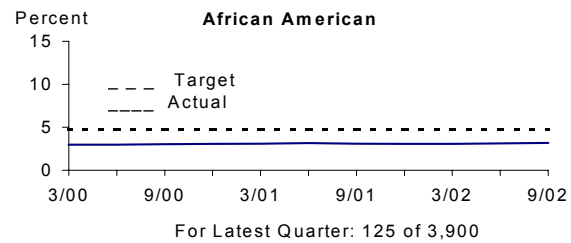
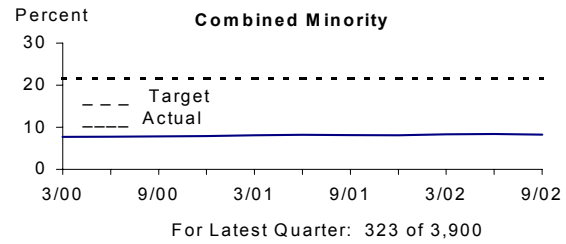
Client Targets: DEVELOPMENTAL DISABILITIES

CLIENT EQUITY PERCENT FOR PROGRAMS STATEWIDE

TOTAL CLIENTS SERVED



COMMUNITY RESIDENTIAL



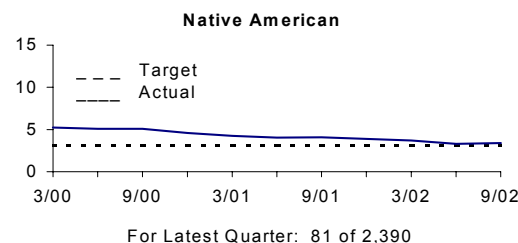
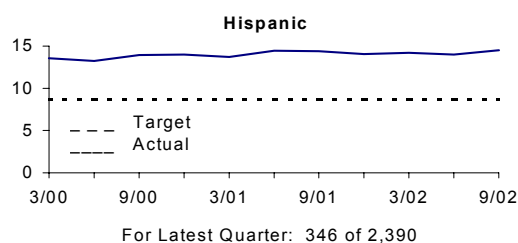
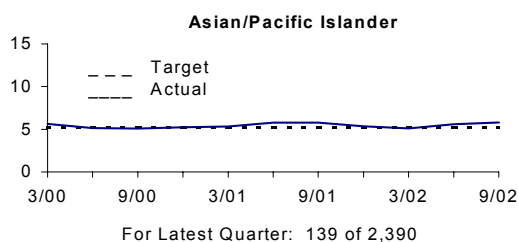
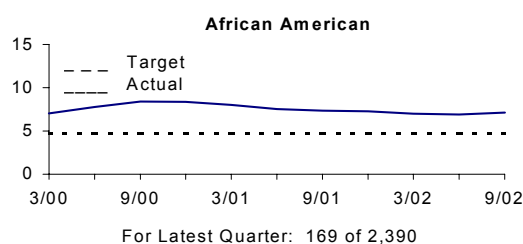
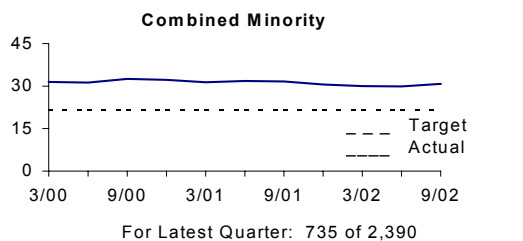
Source: Common Client Data Base - County Human Resources Information System (CCDB-CHRIS), end of month counts.

Target percent is an RDA estimate of the population at or below 200% of the Federal Poverty Level, based on the 1990 Census.

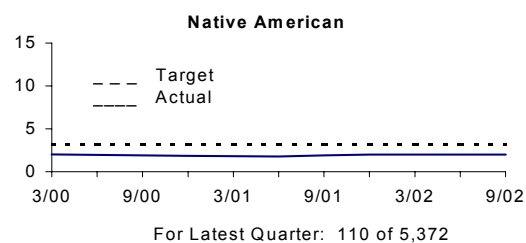
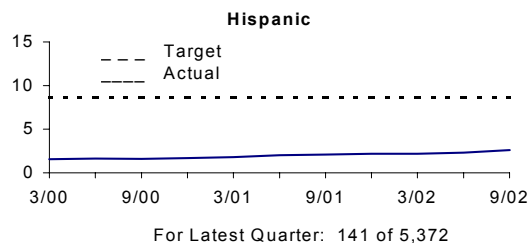
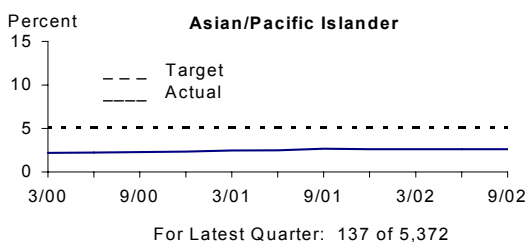
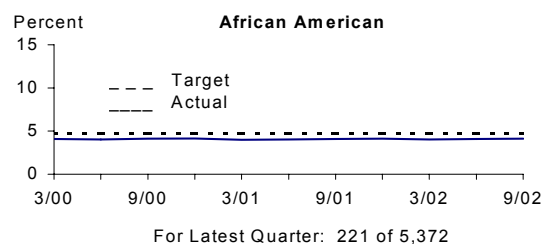
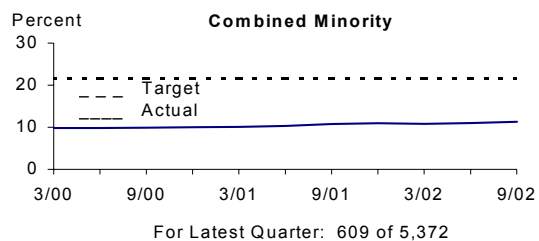
Client Targets: DEVELOPMENTAL DISABILITIES

CLIENT EQUITY PERCENT FOR PROGRAMS STATEWIDE (Cont.)

INFANT/TODDLER EIP CLIENTS



COMMUNITY EMPLOYMENT AND TRAINING SERVICES CLIENTS



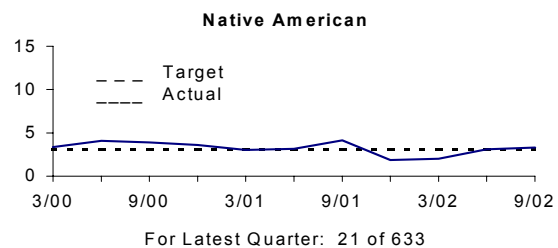
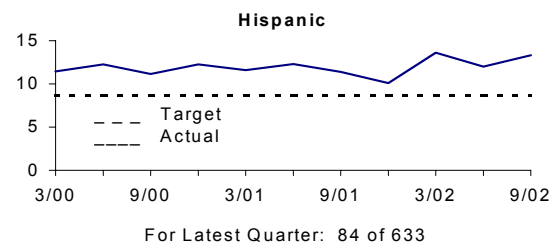
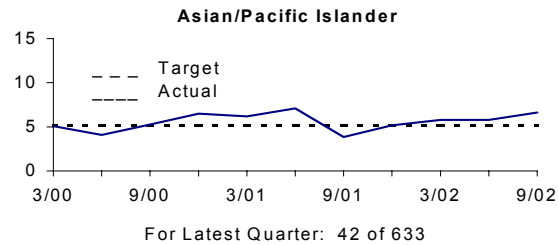
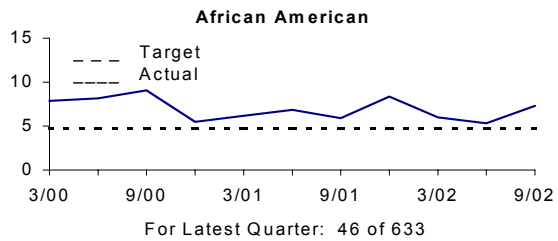
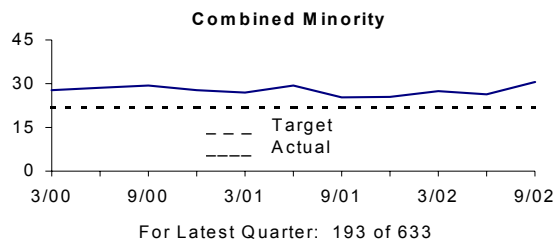
Source: Common Client Data Base - County Human Resources Information System (CCDB-CHRIS), end of month counts.

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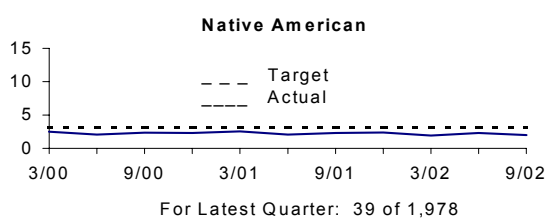
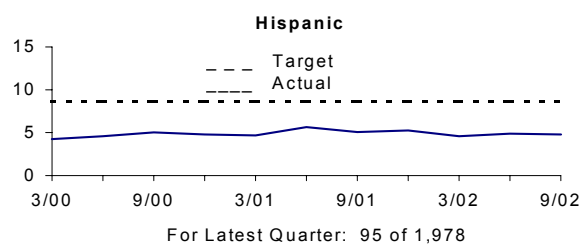
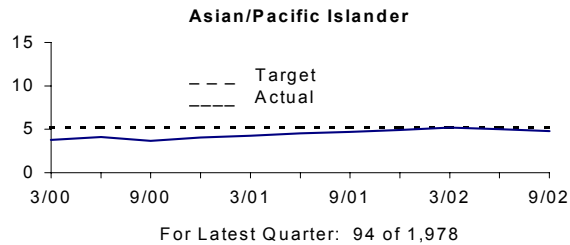
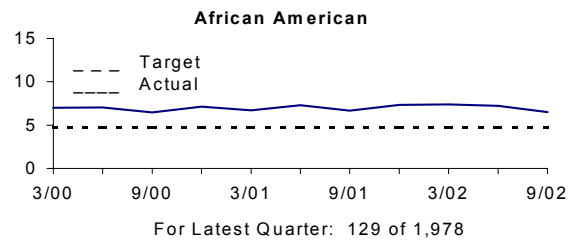
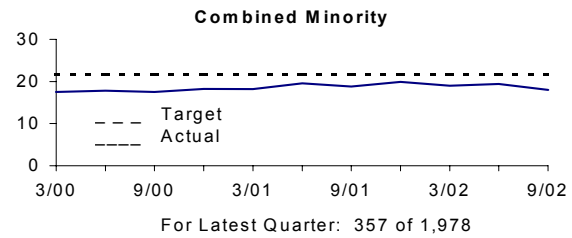
Client Targets: DEVELOPMENTAL DISABILITIES

CLIENT EQUITY PERCENT FOR PROGRAMS STATEWIDE (Cont.)

NEWLY ELIGIBLE CLIENTS



FAMILY SUPPORT SERVICES CLIENTS



Source: Common Client Data Base - County Human Resources Information System (CCDB-CHRIS), end of month counts.

Target percent is an RDA estimate of the population at or below 200% of the Federal Poverty Level, based on the 1990 Census.